

Notice of a Data Incident Involving Med-Data

Hospital Sisters Health System (“HSHS”), recently learned about a data security incident experienced by one of its vendors, Med-Data, Incorporated (“Med-Data”), which may have involved the personal information of certain HSHS patients. Med-Data provides revenue cycle services to hospitals, healthcare systems and their patients, including solutions for Medicaid eligibility, third-party liability, workers’ compensation, and patient billing.

What happened?

On February 8, 2021, Med-Data notified HSHS that, on December 10, 2020, an independent journalist informed Med-Data that some data related to its business had been uploaded to a public-facing website (“the Website”). According to Med-Data, on December 14, 2020, the journalist provided a link to the data, and Med-Data immediately launched an internal investigation to validate the journalist’s claim and discovered that a former employee had saved files to personal folders they created on the Website sometime between December 2018 and September 2019. Med-Data has advised HSHS that the files were promptly removed on December 17, 2020.

According to Med-Data, it hired cybersecurity specialists to assist in the review of the files to determine what information may have been included. Med-Data advised HSHS that the cybersecurity specialists conducted an in-depth review of the files to identify any patient information and extract contact information of potentially affected individuals.

What information was involved?

Based on Med-Data’s investigation, the information that may have been impacted by this incident included individuals’ name, date of birth, address, medical record number, patient account number, health insurance plan name, and for a limited number of individuals, medical history and Social Security number in the form of an insurance identification number.

What is Med-Data doing?

On March 31, 2021, Med-Data sent written notifications to the potentially impacted individuals. In addition, Med-Data arranged for complimentary credit monitoring and identity theft protection services for those individuals. Med-Data advised HSHS that it has taken several actions to help prevent this type of incident from occurring in the future, including: implementing additional security controls, blocking all file sharing websites, updating its internal data policies and procedures, implementing a security operations center, and deploying a managed detection and response solution that provides 24x7 monitoring of its network, endpoints, and workstations.

For more information: To determine whether your information was impacted or for more information about this incident, please call 1-833-903-3647 Monday through Friday from 9:00 am – 9:00 pm Eastern Time. Individuals can also contact the Federal Trade Commission at 600 Pennsylvania Avenue NW, Washington, D.C. 20580, 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261 or visit www.ftc.gov/idtheft/ for more information on protecting their identity.